Role Description – Senior Placements Officer, Adoption

Line manager: Enquiries and Placements Manager
Direct reports: Placements Officer(s)

Role description statement

This document sets out the main purpose and key tasks of the role, the management reporting lines and the competency requirements for the role. The role description sets out PACT's expectations for the role and the post-holder. Regular discussions to support you in your role will take place together with your manager during your induction period, and after your probation period in your ongoing support and supervision meetings.

The role

The Senior Placements Officer role is key to PACT's Adoption Service as it:

- pro-actively provides the 'family finding' service to find suitable children for approved adopters
- is the first point of contact for authorities looking to place children for Early Permeance
- partners closely with the Business Support Administrators to provide a seamless customer experience

This role operates cross-functionally across the Adoption team to deliver outstanding service with a focus on engaging and supporting families in their adoption journey to support PACT's aim to build and strengthen families.

The role has direct responsibility for the management of the Placement Officer(s); including the training of new team members and coaching and development of existing team.

Key tasks

1	Promote PACT's adoption service through positive advocacy when dealing with other agencies, prospective families and other external parties
2	Proactively promote PACT's adoption service by raising local awareness through networking opportunities, including working closely with partner agencies and local authorities (for example, at exchange events)
3	Provides an active contribution to meeting set recruitment targets and key performance indicators on numbers of placements made and monitors progress of team towards this, addressing any concerns through pro-active discussion and action
4	Work with social workers and approved adopters in creating and following up links with external agencies
5	Work with colleagues to assist with specific family finding projects, as required

6	Work directly with potential adopters to enable them to find a suitable match, for example by supporting them at profile events
7	Ensure that the CHARMS database is maintained to a high level of accuracy and timely update and operates within PACT'S policies, procedures, guidelines and reporting requirements
8	Attend public events, PACT Information Events and training to talk with those considering offering a child permanence through PACT, giving information and advice as appropriate
9	Construct detailed written reports with provision of evidenced based recommendations and outcomes and maintain accurate and up to date paper and database records
10	Direct responsibility for the management of the Placement Officer(s); including the training of new team members and coaching and development of existing team
11	Deputise for the Enquiries and Placements Team Manager when necessary
Other	
1	To safeguard and protect vulnerable adults and children in accordance with PACT's policies and procedures at all times
2	To undertake any other duties deemed commensurate with this post as directed by the line manager, including supporting the wider activities of the marketing team and working to engage all teams at PACT in promotional activities
3	To take responsibility for and be committed to personal and professional development and keep up to date with law, regulation, guidance, standards, Government policy and research relating to all aspects of the work
4	To demonstrate a commitment to promoting equality and diversity in the workplace

Person specification

Essential requirements	
1	Knowledge of adoption acquired through a personal, professional or voluntary capacity
2	Demonstrates an in-depth knowledge and understanding of the role of an adopter or foster carer in caring for children
3	Experience in a customer-facing role
4	Delivers excellent customer service and offers empathy and support to adopters by relating to their experiences
5	Can work with a wide range of families and manage complex situations, knowing when to escalate any concerns appropriately
6	Excellent people management skills: can encourage, motivate, support and develop a team as well as monitor set targets and manage performance; holds previous experience within a team leader level role
7	Effective interpersonal skills: can listen and communicate effectively with a wide range of internal and external stakeholders, service users, and colleagues. Fluent in written and spoken English
8	Responds to changing priorities and challenges with an open mind and flexibility, and adopts a creative approach to finding solutions. Acts as a guide and mentor for direct reports with escalated queries
9	Experience of working in partnership with relevant statutory and voluntary groups, partners and agencies and can develop and maintain strong constructive working relationships

10	Can produce clear and comprehensive reports of a high standard
11	Good understanding of and can work within the policy framework of equality of opportunity, anti-discriminatory practice and managing diversity
12	Is organised and proficient at working to deadlines. Can plan and prioritise efficiently managing conflicting demands; whilst remaining positive and adaptable either working independently or collaboratively within a team
13	Proficient in use of Microsoft Office: Outlook, Word, Excel, database systems and virtual tools: Teams and Zoom
13	Commitment to PACT's aims and values, demonstrating enthusiasm for PACT's mission and uses this to positively and proactively represent and advocate for PACT
Desirable requirements – Skills, experience or qualifications that would be advantageous to have in the role but are not essential	
1	Demonstrable experience gained within a family finding role
2	Experience of the CHARMS system

Additional information

All opportunities are based in the UK, and you must be eligible to live and work in the UK.

This is a part time post working 30 hours per week over 5 days Monday to Friday.
Working pattern to be agreed within the core service hours of 8.30am-5pm Monday to Thursday and 8.30am-4pm Friday.

Occasional evening and weekend working is required.

The role is based in our Reading office with hybrid flexible working arrangements to provide for working at home and in the office.

Safeguarding commitment

Safeguarding is at the heart of everything we do at PACT. We have robust measures and best practices in place to safeguard and protect the welfare of children, young people and vulnerable adults, and we take pride in maintaining outstanding safeguarding standards.

We expect all employees, both current and prospective, to uphold and share this commitment, and we value everyone's engagement and co-operation with our safeguarding processes to ensure that these are completed without delay.

Anyone joining our team is subject to PACT's safer recruitment pre-appointment enquiries. These enquiries include providing documentation to evidence the right to work in the UK, a Disclosure Barring Service (DBS) check, overseas police check (if applicable), references covering at least 5 years, a complete previous education and employment history timeline and the completion of mandatory safeguarding training.

The DBS check level required for this post is Standard.

Diversity commitment

PACT is a supportive and respectful place where people are passionate about making a positive difference to the lives of women, children, and families from many different backgrounds. We continuously look to progress the ways in which we create families and bring people together and encourage applications from people across all communities. We are committed to ensuring that our people and our services reflect the diversity of the communities we serve, and applications from people from under-represented groups are particularly welcomed.

Learning and development commitment

PACT is committed to helping people to achieve their potential and flourish and, in doing so, enabling them to make a positive difference to the lives of the people we support. We recognise the importance of having the necessary knowledge, skills and qualities within PACT to enable us to meet our current and future business needs. Development needs might be at an individual, team or organisational level. All employees have equal access to learning and development opportunities, reflective of our commitment to equality, diversity and inclusion.